



- ◆ Who will own the Water system?
Middlesex Water Authority (MWA) will own the water system.
- ◆ Is connection to the system mandatory?
No. The by-laws of the MWA will not allow for mandatory connections.
- ◆ How many customers are needed?
The Water Authority was originally seeking 600 customers. With additional grant funding being offered by the USDA, the number needed to work with the financial model is lower. However, additional subscribers are always welcome.
- ◆ What do I have to do to connect to the water system?
The initial subscription period has ended, but if you are along the deployment route, you can still connect at an incentivized rate. Please complete a subscriber agreement and submit it with your deposit by September 30, 2017 (postmarked by September 30). The subscriber will be responsible for payment of any outstanding balance of the connection fee when the water system service is available, and it is recommended to hire a plumber to complete the connection. It is estimated that this additional cost to the user will range from \$500 - \$1,000 for an average residential connection.
- ◆ How will I know when to pay the balance of the connection fee?
The MWA will hold regular public meetings to keep residents and customers aware of progress during construction as well as estimates of when service will be available. The Authority is investigating installment payment options.
- ◆ Will I still be able to use my well for irrigation?
Yes, if desired, you can continue to use your well for irrigation or any other outside uses. A licensed plumber will disconnect plumbing from the dwelling to the well and will connect your property to the new water system.
- ◆ What if I change my mind about connecting to the water system after I have paid my deposit?
Once a Subscriber Agreement is signed, it is binding with the property, and you are not allowed to disconnect from the system. The Subscriber Agreement requires that you connect and remain connected.
- ◆ What if I sell my property? Once recorded, the Subscriber Agreement is bound with the land and the new owner is required to pay the balance of the connection fee and to connect to the system.
- ◆ Why do you need a deposit?
The deposit and signed Agreement is required to insure that an adequate number of initial commitments are received before moving forward on deployment on a water system
- ◆ What happens to my deposit?
If the project goes forward, the deposit and rest of the connection fee is used to help pay for the project.
If the project does not go forward, your deposit will be refunded 100%.
- ◆ Can I finance my connection fee?
Several of the banks in the County are offering options for financing the connection fee.

💧 What if I can't afford my connection fee?

The Water Authority has been awarded a grant that could allow for some or all payment toward the connection fee to qualifying customers. Additional information will be required from the property owner, including income verification. The Department of Social Services will handle those applications. Please contact them at 804-758-2348.

💧 Will there be a sewer connection too?

The MWA is only chartered with addressing water issues in the County. The Board of Supervisors and the Hampton Roads Sanitation District may address sewer at a later time.